

Program A: Licensing**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-420 Public Safety Services - Office of Motor Vehicles
 PROGRAM ID: Program A: Licensing

1. (KEY) To provide multiple delivery channels for renewal of driver's licenses and vehicle registrations and increase public awareness of customer requirements for Office of Motor Vehicles (OMV) services.

Strategic Link: This operational objective is an effort to partially accomplish Strategic Objective I.1: *Improve customer satisfaction by 5% by June 30, 2006.*

Louisiana: Vision 2020 Link: Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Invitations to complete transactions through an alternative delivery channel are mailed by the department to eligible customers. The number of invitations mailed is determined by the number of customers eligible to use alternative service delivery channels. The percentage of transactions completed via alternative service delivery channels is determined by the number of customers who utilize an alternative service delivery channel divided by the number of invitations mailed.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of walk-in customers	2,776,737	2,742,148	2,637,900 ¹	2,637,900 ¹	2,585,142 ¹	2,585,142 ¹
K	Percentage of Class D and E driver's license returned and processed by mail	38%	31% ²	38% ²	38% ²	31%	36% ³
K	Percentage of Class D and E driver's license returned and processed via internet	Not Applicable ⁴	2.8% ⁵	2.0% ⁵	2.0% ⁵	2.5% ⁵	5.0% ³
K	Percentage of Class D and E driver's license returned and processed via conversant	Not Applicable ⁴	1.5% ⁶	1.0% ⁶	1.0% ⁶	1.5% ⁶	2.0% ³
K	Percentage of identification cards returned and processed by mail	1.00%	0.05% ⁷	1.00% ⁷	1.00% ⁷	0.05% ⁷	4.00% ³
K	Percentage of vehicle registration renewals returned and processed by mail	54%	50%	58%	58%	54%	54% ³
K	Percentage of vehicle registration renewals returned and processed via internet	1.00%	0.05% ⁸	1.50% ⁸	1.50% ⁸	4.00% ⁸	4.00% ⁹
K	Percentage of vehicle registration renewals returned and processed via conversant	1.0%	3.2% ¹⁰	1.0% ¹⁰	1.0% ¹⁰	2.0% ¹⁰	2.0% ⁹
K	Number of vehicle registration transactions performed by Public Tag Agents	Not Applicable ⁴	557,634	566,802	566,802	585,516 ¹¹	700,000 ³
K	Number of transactions conducted by Mobile Motor Vehicle Offices	Not Applicable ⁴	0 ¹²	125,150 ¹²	125,150 ¹²	3,000 ¹²	3,000
K	Number of vehicle registration/driver's license field office locations	Not Applicable ¹⁴	89	84 ¹³	84 ¹³	86 ¹³	86 ³
K	Number of field reinstatement locations	Not applicable ¹⁵		19 ¹⁴	19 ¹⁴	21	21

- ¹ Driver's licenses were renewed for five years in FY 1981-1982 for approximately nine months; then the OMV went back to a four-year renewal. Those licenses that were renewed for five years during that period, when placed in the four-year rotation, cause an increase in the number of driver's licenses every four years. The four-year increase began in July 2001 and will continue until April 2002. This explains the increase in walk-in customers for FY 2001-2002. Initiatives by the OMV (E-commerce and re-engineering) are expected to decrease the number of walk-in customers in future years.
- ² Although the FY 2001-2002 performance standard for percentage of Class D and E driver's license returned and processed by mail is 38%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 36%.
- ³ The proposed performance standard reflects increases or decreases according to performance progress reporting thus far in FY 2001-2002.
- ⁴ This was a new performance indicator for FY 2001-2002. It did not appear under Act 11 of 2001 and has no performance standard for FY 2000-2001.
- ⁵ Although the FY 2001-2002 performance standard for percentage of Class D and E driver's license returned and processed via internet is 2%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 4%. The renewal program via the internet has received a greater participation than initially anticipated. This is partially due to customers familiarity with the different ways to receive the same service. Also, modifications were made to the process that determines someones eligibility to receive an invitation. Future targets are being increased to reflect these changes.
- ⁶ Although the FY 2001-2002 performance standard for percentage of Class D and E driver's license returned and processed via conversant is 1%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 2%. The renewal program via the conversant has received a greater participation than initially anticipated. This is partially due to customers familiarity with the different ways to receive the same service. Also, modifications were made to the process that determines someones eligibility to receive an invitation. Future targets are being increased to reflect these changes.
- ⁷ Although the FY 2001-2002 performance standard for this indicator is 1.00%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 4%.
- ⁸ Although the FY 2001-2002 performance standard for percentage of vehicle registration renewals returned and processed via internet is 1.50%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure to be 4%. The department indicated in its FY 2002-2003 operational plan that achievement of 1.5% for this indicator in FY 2002-2003 would be dependent upon its continuation budget request, CB-8-8. However, as noted, the OMV is projecting a yearend FY 2001-2002 performance level of 4%, without the workload adjustment requested in CB-8-8.
- ⁹ Changed to reflect inaccuracies due to Legislative Audit in both LAPAS reporting and continuation budget level.
- ¹⁰ Although the FY 2001-2002 performance standard for percentage of vehicle registration renewals returned and processed via conversant is 1%, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure to be 2%.
- ¹¹ As the number of public tag agents increase, the number of vehicle registrations performed by public tag agents should also increase.
- ¹² When closure of some OMV offices in small towns was proposed in the FY 2001-2002 Executive Budget, it was anticipated that these locations would be served by mobile motor vehicle offices. However, these field offices were not closed. Due to the time required to go through the purchasing process, scheduling and training that will be required, the OMV does not anticipate any transactions via OMV Mobile Office in FY 2001-2002. Fewer people are expected to utilize the mobile office in FY 2002-2003 than originally envisioned for FY 2001-2002.
- ¹³ This performance indicator was initiated for FY 2001-2002. It did not appear under Act 11 of 2000 and has no performance standard for FY 2000-2001. Although the FY 2001-2002 performance standard is 84, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 86. The OMV is maximizing employee utilization by combining field office locations to cross train employees. Having them in one physical location will assist greatly.
- ¹⁴ This performance indicator was initiated for FY 2001-2002. It did not appear under Act 11 of 2000 and has no performance standard for FY 2000-2001. Although the FY 2001-2002 performance standard is 19, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it anticipates the yearend figure will be 21. Since performance standards were established, OMV has cross trained employees and began offering additional services in locations that were previously Vehicle Registration/Drivers License only locations.

For information on customer waiting times in motor vehicle offices, see the General Performance Information table that follows.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-420 Public Safety Services - Office of Motor Vehicles
 PROGRAM ID: Program A: Licensing

GENERAL PERFORMANCE INFORMATION: OFFICE OF MOTOR VEHICLES, CUSTOMER WAIT TIMES IN MOTOR VEHICLES OFFICES					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Large OMV office wait time (in minutes)	Not available	Not available	26	23	22
Medium OMV office wait time (in minutes)	Not available	Not available	15	17	15
Small OMV office wait time (in minutes)	Not available	Not available	12	12	35
Large reinstatement office wait time (in minutes)	Not available	Not available	38	20	19
Medium reinstatement office wait time (in minutes)	Not available	Not available	34	10	9
Small reinstatement office wait time (in minutes)	Not available	Not available	19	6	6

DEPARTMENT ID: Department of Public Safety and Corrections
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2. (KEY) To perform periodic statewide random audits of processed files.

Strategic Link: This operational objective reflects efforts to accomplish Strategic Objective I.2: *Increase audits performed by 20% by June 30, 2006.*

Louisiana: *Vision 2020* Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of in-house files audited	Not Applicable ¹	10,000	Not Applicable ¹	14,400 ¹	14,000 ²	14,000
K	Number of outsource providers files audited	Not Applicable ¹	8,563	Not Applicable ¹	6,200 ¹	6,200 ²	6,200
K	Number of in-house audits performed	Not Applicable ¹	140	Not Applicable ¹	250 ¹	250 ²	250
K	Number of outsource provider audits performed	Not Applicable ¹	282	Not Applicable ¹	200 ¹	200 ²	200
K	Percentage of errors found during in-house audits	Not Applicable ¹	5%	Not Applicable ¹	4% ¹	4% ²	4%
K	Percentage of errors found during outsource provider audits	Not Applicable ¹	6%	Not Applicable ¹	5% ¹	5% ²	5%

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

² The Office of Motor Vehicles (OMV) has received a federal grant that pays for training for OMV's auditors and two temporary clerical positions to help the auditors. This figure is reflective of CB-8-5 in the Office of Motor Vehicles continuation budget request.

DEPARTMENT ID: Department of Public Safety and Corrections
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3. (KEY) To increase access to Office of Motor Vehicles (OMV) records for informational purposes through secure access.

Strategic Link: This operational objective reflects efforts to accomplish Strategic Objective II.1: *Increase by 25% the number of courts reporting electronically and expand the conviction types.*

Louisiana: Vision 2020 Link: Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of courts reporting data electronically to OMV	Not Applicable ¹	13	Not Applicable ¹	30 ¹	30 ²	30
K	Percentage increase in courts reporting electronically	Not Applicable ³	Not Available ³	Not Applicable ³	230 ³	230% ²	230%
K	Number of convictions reported	Not Applicable ³	Not Available ³	Not Applicable ³	200,000 ³	200,000 ²	200,000
K	Number of court convictions reported electronically	Not Applicable ³	Not Available ³	Not Applicable ³	60,000 ³	60,000 ²	60,000

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 and FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

³ The OMV projects a large increase in the number of courts reporting electronically by the end of FY 2002.

³ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 and FY 2001-2002. Data for this indicator have not been tracked previously so no FY 2000-2001 yearend actual is available. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

See the General Performance Information table that follows this objective for information on DWI suspensions and compulsory insurance revocations.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-420 Public Safety Services - Office of Motor Vehicles
 PROGRAM ID: Program A: Licensing

GENERAL PERFORMANCE INFORMATION: OFFICE OF MOTOR VEHICLES, DWI SUSPENSIONS AND COMPULSORY INSURANCE REVOCATIONS					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in days)	Not Available	25	25	25	25
Number of compulsory insurance revocations	273,767	200,438	268,707	403,230	327,808
Number of DWI administrative arrests suspensions	22,543	20,696	23,201	30,333	24,081
Number of DWI court convictions suspensions	12,127	6,832	7,369	15,479	8,365